

Mr. Speaker, I ask my colleagues to join me in congratulating NCFJE on the occasion of its 60th Anniversary, and wish it continued success and many great mitzvah's in the future.

HONORING LOS ALAMOS  
NATIONAL BANK

HON. TOM UDALL

OF NEW MEXICO

IN THE HOUSE OF REPRESENTATIVES

Thursday, December 7, 2000

Mr. UDALL of New Mexico. Mr. Speaker, last month Los Alamos National Bank was presented the prominent Baldrige Award. This superior bank deserves congressional recognition as well.

I share an extreme sense of pride in knowing that one of New Mexico's own, and a business in my Third Congressional District, has received this highly coveted and prestigious recognition. What makes this award so special is that it represents excellence in every aspect. Quality improvement is an evolutionary process, and those businesses and organizations that commit themselves to this endeavor are investing not only in themselves, but in those they serve. Los Alamos National Bank by virtue of your involvement in quality New Mexico, deserve to be applauded for seeking out the knowledge and training to raise the bar for your customers, your clients, my constituents and our community.

Mr. Speaker, I would like to submit for the RECORD this article for the New Mexican recognizing the Los Alamos National Bank. I would also urge all my colleagues to congratulate the fine employees of this establishment.

LOS ALAMOS BANK WINS PRESTIGIOUS  
NATIONAL AWARD

(By Bob Quick)

A very unbanklike cheer resounded in Los Alamos National Bank this week when employees learned the bank was one of four winners nationwide of the prestigious 2000 Malcom Baldrige National Quality Award.

The bank, which has 167 employees and assets of \$660 million, won in the small-business category. LANB has offices in Los Alamos, White Rock and Santa Fe.

It was the first time a bank has won the award, according to a statement from the U.S. Commerce Department. The department and the White House officially released information about the award Tuesday.

"I heard there was a loud cheer throughout the building" when news of the award reached employees, said Steve Wells, president of LANB. "We were extremely happy for our people and for our community and for New Mexico. We know we have high standards to live up to now. We have to make sure we're worthy of our crown."

"The Malcom Baldrige National Quality Award recognizes organizations that play a major role in energizing our nation's economy, competitiveness and quality of life," President Bill Clinton said in a statement from the White House. "If we are going to keep our economy growing and our country moving forward, we need as a nation to follow the example of Baldrige winners."

Congress established the Malcom Baldrige National Quality Award, named after a former secretary of commerce, in 1987 to enhance the competitiveness of U.S. businesses by promoting quality awareness, according to the statement.

Since 1988, only 41 organizations have received the award. The National Institute of Standards manages the program.

The award is given to businesses that have shown achievements and improvements in the areas of leadership, strategic planning, customer and market focus, information and analysis, human-resource focus, process-management and business results, the Commerce Department statement said.

"We would have felt great if we had lost the Baldrige award," Wells said. "It's like making it to the Super Bowl in our opinion."

The bank won the award for a number of quality and business-performance achievements, according to the statement from the White House.

One of them was domination of its market area. The bank since 1998 filed 80 percent of all mortgage loans in Los Alamos County and 9 percent of such loans in Santa Fe County. The bank opened its Santa Fe branch in mid-1999 and already has \$115 million in assets, Wells said.

And in a survey, 80 percent of the bank's customers said they were "very satisfied" with the service they received, the statement said.

During the Cerro Grande fire that ravaged Los Alamos earlier this year, destroying hundreds of homes, the bank moved its entire operation overnight to its Santa Fe branch.

As a result, services was not interrupted.

Following the fire, the bank offered zero-percent interest to anyone in the community affected by the fire.

It also eliminated overdraft charges and late fees, the statement said.

Wells said the bank was particularly proud of its efficiency ratio, which is a proportion the bank uses to measure employee productivity.

A lower number is better. LANB's efficiency ratio is 49 percent, while the best of its competitors have ratios above 60 percent, the statement said.

"One of the ways we will survive as an independent community bank is our ability to compete with the supranational and supranational banks," Wells said. "We've got to be able to compete with the Wal-Marts of the world."

The bank's efficiency ratio, he continued, "is a tremendous accomplishment by our people, our systems and our technology. There's no productivity without hard work."

Other achievements of the bank included high employee satisfaction and low employee turnover, thanks in part to a stock-ownership plan and an employee profit-sharing plan.

LANB in 1999 received Quality New Mexico's highest award, the Zia Award. In 1997 and 1998, the bank received the organization's Roadrunner Award.

Quality New Mexico "is the one that encouraged us to stretch ourselves to see how we would come out against the best in the country," Wells said.

The three other Baldrige Award winners were Dana Corp.-Spicer Driveshaft Division in Toledo, Ohio (manufacturing); Karlee Co. Inc., Garland, Texas (manufacturing); and Operations Management International Greenwood Village, Colo. (service).

HONORING ROBERT W. GROSS

HON. ZOE LOFGREN

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

Thursday, December 7, 2000

Ms. LOFGREN. Mr. Speaker, today I offer my sincere congratulations to Robert W. Gross, Ph.D., E.W.E., on his retirement from the Board of Directors of the Santa Clara Val-

ley Water District. For sixteen years, Bob Gross has provided distinguished service to the Santa Clara Valley Water District and the residents of Santa Clara County. His hard-work and commitment to the job helped to produce numerous successes for the District and the County. I am honored to have been able to work with him over the years. He will, indeed, be missed.

Bob began his public service as an advisor to the United States Army Corps of Engineers, San Francisco Division. Working in the flood control division for ten years, Bob tackled a myriad of flood control issues that face the Bay-Delta region, garnering a reputation for thoroughness and energetic diligence. In addition to his service in the Corps of Engineers, Bob also served a community advisor to the U.S. Fish and Wildlife Service, helping to establish the San Francisco Bay National Wildlife Refuge which consists of more than 25,000 acres of protected waters and wildlife habitat. Bob also served as an advisor to the U.S. Bureau of Reclamation on the important Central Valley Project.

Building on these experiences Bob brought his knowledge and skills to Santa Clara, where he ran for, and won, five elections to the Santa Clara Valley Water District's Board of Directors. Representing District 3—a district that encompasses one fifth of the entire population of Santa Clara County and Silicon Valley—Bob worked hard to meet the water supply and flood protection needs of the County's residents. As a member of the Board of Directors, Bob was responsible for helping shape the direction that the District has taken with respect to water policy over the past sixteen years. He was directly involved in many notable and important actions and issues, including the following: MTBE contamination, groundwater recharge, wastewater recycling, and CALFED. Bob served as the District's representative to the South Bay Recycling Project where he worked closely with the City of San Jose and the Bureau of Reclamation, and he also served as the District's representative to the City of San Jose on nonpoint wetland mitigation issues.

During his tenure, Bob provided valuable service by reviewing and analyzing state water laws and regulations. As the District representative to the WaterReuse Association of California, Bob served as the Board's liaison and represented the interests of the District. Bob also represented the WaterReuse Association in a number of capacities, including most notably as the State Chairperson for the Potable Committee and a member of the Education Subcommittee. As a member of the Potable Subcommittee, he participated in the preparation of a news media presentation on the safe use of potable water and helped write a public information recycling brochure as a member of the Education Subcommittee. In addition, through his work with the Education Subcommittee, Bob worked closely with the California Department of Fish and Game to create an aquatic and environmental education program for disadvantaged youth. He also represented the WaterReuse Association at numerous conferences and seminars and served as a co-chair for a technical symposium on planned surface water augmentation using advanced treated recycled water and health standards. In 1995, in light of this work and for his outstanding service to the WaterReuse Association, he was awarded a certificate of recognition for personal contributions.

In addition to his work with the WaterReuse Association, Bob was also active with many other associations and organizations, including the following: the Association of California Water Agencies, California Groundwater Association, National Groundwater Protection Council, National Water Resources Association, American Water Works Association, the California Water Education Foundation, ALERT—the California Flood Control Association, the California Association of Sanitation Agencies, American Desalting Association, Water Environment Federation, California Water Pollution Control Association, and the California WaterReuse Association. Bob's personal contributions to these organizations was also noteworthy. In recognition of his hard work, Bob was nominated in 1996 for the Athalie Richardson Irvine Clark Prize sponsored by the National Water Research Institute. To be nominated by his peers for this award is a true honor to the contributions and dedication of Bob Gross.

Although, Bob achieved significant successes through his work and involvement with the Santa Clara Valley Water District, the WaterReuse Association, the Corps of Engineers, and numerous other organizations, he also compiled an impressive record of personal and academic studies, projects, and papers on water issues. After earning a Bachelor of Science degree from San Jose State University, a Master of Sciences degree in aquaculture from Nova College International Campus, and a Doctor of Philosophy in Environmental and Water Engineering from Nova College Europe, Bob served as an advisor for fifteen years to the Board of Fellows at the University of Santa Clara, and was an adjunct faculty member at Fareslston and Nova College. Bob has conducted studies on the impact of human pollution on water supplies and wildlife habitat, and he issued a summary paper on the ecological engineering multipurpose facility. On water purification issues, Bob wrote summary papers on recycling wastewater for potable use in San Jose, the reorganization of Santa Clara Valley Water District, and finally on a merger of all water producing agencies.

And, in addition to all of his many years of hard work, service and commitment to water issues, Bob has also been honored in other areas as well. Perhaps most notably, Bob was the recipient of the Commendation Ribbon with Pendant from the Secretary of the Army for Meritorious Service in Korea. Bob has also long been a supporter of the Boy Scouts of America, serving as a member of the Board of Directors and District Chairperson. In recognition of his tremendous accomplishments and service to the Boy Scouts of America, Bob was awarded the Silver Beaver Award, one of Scouting's highest honors.

Bob Gross has posted an exceptional record of achievement and success. He has served his country and his community tirelessly for many years. It is, Mr. Speaker, truly a privilege to recognize Robert Gross for the outstanding contributions that he has made to the Santa Clara Valley Water District and the people of Santa Clara County. I am grateful for his service and wish him all the best in his well-deserved retirement.

## TRIBUTE IN MEMORY OF FORMER CONGRESSMAN HENRY B. GON- ZALEZ

SPEECH OF

**HON. DENNIS J. KUCINICH**

OF OHIO

IN THE HOUSE OF REPRESENTATIVES

*Tuesday, December 5, 2000*

Mr. KUCINICH. Mr. Speaker, I rise to honor a remarkable man and true American patriot, former Congressman Henry B. Gonzalez. He passed away on November 28, 2000 at the age of 84, after 37 years of dedicated service in the House of Representatives.

"Henry B," as his friends affectionately called him, was first elected to Congress in 1961, becoming the first person of Mexican-American heritage to represent Texas in the House. A well-known champion of the poor and the downtrodden, Henry B. fiercely defended his principles and was unafraid to stand up against the powerful from the moment he was sworn into office. To this day, his constituents in San Antonio and thousands of people across the country continue to reap the benefits of this courageous fight for safe and affordable housing.

An unabashed pioneer for populism, Henry B. was perhaps best known for his prominent position on the Banking Committee, and its Chairman for three terms. He used his leadership role on the committee to help repair the Federal Deposit Insurance Corp., monitor the activities of the Federal Reserve System and pass numerous pieces of legislation aimed at cleaning up the savings and loan scandal.

Henry B. began his legendary political career shortly after his admirable service in World War II, when he was elected to the San Antonio City Council. In 1957, he reached the Texas Senate where he made a name for himself with a 22-hour filibuster to block legislation that would have reinforced school segregation policies. Henry B.'s reputation as a staunch defender of civil rights stayed with him throughout his career in the House, spanning nearly four decades.

Mr. Speaker, I ask my fellow colleagues to join me today in remembering the Honorable Henry B. Gonzalez. Henry B. truly set a standard by which all Members of Congress can be measured, and he will be sorely missed by everyone in this body who had the pleasure of working with him. His honor, his vision, and his passion for equality will live forever in the hearts of all those whom he touched. I would also like to take this opportunity to extend my heartfelt condolences to Representative CHARLIE GONZALEZ and his family during this extremely difficult time.

## TRIBUTE TO MS. YVONNE A. GRIFFIN

**HON. BARBARA LEE**

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

*Thursday, December 7, 2000*

Ms. LEE. Mr. Speaker, today I pay tribute to an outstanding federal government employee, Ms. Yvonne A. Griffin. On January 4, 2001, Ms. Griffin will retire from the United States General Services Administration after a distinguished 28 year career marked by dedication,

commitment to service and a superb work ethic.

A native of San Francisco, Yvonne began her government service in April 1971, as an "intermittent" GS-4 clerk-Steno for the General Services Administration's Space Management Division. In 1975 she began working in GSA's Federal Supply Service where she served as a Secretary, Administrative Assistant and Administrative Officer to the Regional Commissioner.

Yvonne joined the Public Buildings Service in 1980 as a Program Analyst. In 1984, she made an important career move to the field of Property Management. She served as the Property Manager in Reno, Nevada where she worked until 1987. In April 1987, Yvonne came to Oakland, California as the East Bay Property Manager. Housed in leased space at 1333 Broadway in Downtown Oakland, Yvonne and her staff were responsible for numerous federal properties, including the Alameda Federal Center, the U.S. Geological Survey complex in Menlo Park, the United States Court of Appeals in San Francisco, the San Jose Federal Building and the John F. Shea Federal Building in Santa Rosa. More importantly, she was actively involved in the construction of what was to become the Ronald V. Dellums Federal Building and has served as Senior Property Manager to the present day.

In architectural terms, buildings are said to have "footprints"—the physical outline of the ground they cover. Since its opening in 1993, the Ronald V. Dellums Federal Building has had a "footprint": covering far more than physical space. Thanks to Yvonne, the building's footprint has extended to the East Bay community at large. "1301 Clay Street" is an address that has come to represent a spectacular gathering place always open to people of diverse philosophies. Following Yvonne's lead, the GSA staff have focused on making the people who, in fact, own this exquisite structure feel welcome and respected.

Under Yvonne's management, the Ronald V. Dellums Federal Building, has won numerous awards, the most prestigious being the 1997-98 Building Owners and Managers Association International Government Building of the Year, and the 2000 Energy Star Designation.

The daughter of French immigrants, Yvonne inherited both an affinity for hard work and a devotion to family. Her daughters, Michelle and Suzanne Griffin, and her grandsons McKinley and Cameron Parker, are the stars in her life's constellation. As she ends her federal career, she takes with her our appreciation, respect and warmest best wishes for a happy retirement with those she loves.

## TRIBUTE TO THE HONORABLE VICENTE CEPEDA BERNARDO, MAYOR OF YONA

**HON. ROBERT A. UNDERWOOD**

OF GUAM

IN THE HOUSE OF REPRESENTATIVES

*Thursday, December 7, 2000*

Mr. UNDERWOOD. Mr. Speaker, as elected public officials, we know the hard work and the personal sacrifices it takes to earn the trust and mandate of our constituencies. In my home island of Guam, there are no elected officials who are closer to their constituencies,